

CLAIMS

1. A voice processing system, comprising:

a task routing system; and

a plurality of task servers connected to the task routing system through a data network, the task servers comprising a plurality of engines of a plurality of types; and

a configuration file connected to the task routing system comprising parameter settings for each type of engines, wherein the task routing system selects a set of the plurality of engines based on the types of engines in the configuration file.
2. The voice processing system of claim 1, wherein the parameter settings for each type of engines differ from other types of engines.
3. The voice processing system of claim 1, wherein the parameter settings comprise a plurality of grammar types.
4. The voice processing system of claim 1, wherein the parameter settings comprise a plurality of accuracy readings.
5. The voice processing system of claim 1, wherein the parameter settings comprise a plurality of acoustic models.
6. The voice processing system of claim 1, wherein the parameter settings comprise a plurality of model size.
7. The voice processing system of claim 1, wherein the parameter settings comprise voice types.
8. The voice processing system of claim 1, wherein the parameter settings comprise user population.
9. The voice processing system of claim 1, wherein the task routing system updates the parameter settings based on usage statistics.
10. A task routing system, comprising:

an input device that inputs a configuration data comprising
parameter settings for each of a plurality of types of engines; and

5 a processor that selects a set of engines based on the types of
engines in the configuration data.

11. The task system of claim 10, wherein the parameter settings
for each type of engines differ from other types of engines.

12. The task system of claim 10, wherein the parameter settings
comprise a plurality of grammar types.

13. The task system of claim 10, wherein the parameter settings
comprise a plurality of accuracy readings.

14. The task system of claim 10, wherein the parameter settings
comprise a plurality of acoustic models.

15. The task system of claim 10, wherein the parameter settings
comprise a plurality of model size.

16. The task system of claim 10, wherein the parameter settings
comprise voice types.

17. The task system of claim 10, wherein the parameter settings
comprise user population.

18. The task system of claim 10, wherein the task routing
system updates the parameter settings based on usage statistics.

5 19. A method for task routing, comprising:
inputting a task;

based on parameter settings in a configuration file, selecting a
set of engines from a plurality of engines of a plurality of types, the
selected set of engines being of the same type as the task; and

10 assigning the task to the selected set of engines.

20. The method of claim 19, wherein the parameter settings for
each type of engines differ from other types of engines.

21. The method of claim 19, wherein the parameter settings
comprise a plurality of grammar types.

15 22. The method of claim 19, wherein the parameter settings
comprise a plurality of accuracy readings.

23. The method of claim 19, wherein the parameter settings
comprise a plurality of acoustic models.

24. The method of claim 19, wherein the parameter settings
20 comprise a plurality of model size.

25. The method of claim 19, wherein the parameter settings
comprise voice types.

26. The method of claim 19, wherein the parameter settings
comprise user population.

27. The method of claim 19, further comprising updating the
parameter settings based on usage statistics.

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